

ORIGINAL

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Toni Dockter
3672 Hardin Way Soquel, CA 95073
tel: (831)462-3927 fax: (831)476-9292
e-mail: tonette101@aol.com

EX PARTE OR LATE FILED

November 24, 2001

Mr. Michael K. Powell
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

RECEIVED

JUL - 9 2002

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

RE: Proposed Bid by EchoStar Communications Corp. to buy DirecTV
I strongly urge you to NOT approve this merger.

Dear Mr. Powell:

Please see **yet another** letter describing my latest excursion into hell with EchoStar/Dish Network. My experience with them has been one of lies, harassment, despicable business practices, and extortion. Please don't let the consumers of DirecTV be exposed to these shysters.

Thank you for your time.

Sincerely,

Toni Dockter
Toni Dockter

cc: Henry Mariani
Charlie Ergen, EchoStar
Odie Donald, DirecTV
Federal Trade Commission Bureau of Consumer Protection
Federal Communications Commission, Consumer Complaints
Attorney General, State of Colorado, Consumer Protection Dept.
Better Business Bureau, State of Colorado
Al Lewis, Denver Post
Mark Schwanhausser, San Jose Mercury News
National Cable and Telecommunications Association

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November 24, 2001

Mr. Charlie Ergen
CEO, ECHOSTAR COMMUNICATIONS/DISH NETWORK
5701 South Santa Fe Drive
Littleton, CA 80120

RE: Account Number 8255 90 905 5894791
Correspondence #25 (approx.)

Dear Mr. Ergen:

I have sent you and your staff many correspondences regarding my situation with Dish Network which has not been resolved in an honest manner. I have dealt with your minions who not only lack intelligence, but more insidious, lack integrity and the ability to understand the concept of decent business practices. To reiterate, I never received one second of programming from your company, yet I am being **forced to pay for nothing** or you ruin my credit. There's a terrific business policy. **I call it extortion.**

One of your toadies, Ms. Amberly Cavalier, insists that I pay \$240 for canceling a contract for programming that I was not ever able to receive. In a letter from her she accuses me of trying to scam \$199 off you by cashing a check for that amount for repayment of a Dish dish. I was supposed to have received that check from you as part of the on-line deal for your cable programming.


Another of your illustrious affiliates, Red Carpet/Marketing Products, Inc./Great Lakes Video has charged our Discover card \$299 for the dish. First of all, the dish supposedly cost \$199 and secondly, it was returned by UPS to them. What's with that? What kind of shysters do you associate with? I guess swindlers of a feather stick together.

Do you honestly think a potential customer who wants your service but was not able to receive the signal has to pay you \$240 plus \$299 for a dish? If you do, you are equally as pathetic and debase as the rest of your associates. Do you think unadulterated greed is a good company policy?

I have written/called/e-mailed/faxed at least two dozens times trying to resolve this matter **based on the truth**. But that hasn't worked. How many more correspondences must I send? How much more time must I waste? How much more energy must I expend? How many more headaches can I suffer? How much more anger, frustration, dread, harassment, angst, hostility, negativity, anxiety, conflict, exasperation, distress, torment, ire, worry, bad karma, libelous accusations, and exposure to extortion should I have to endure to solve this injustice? Is the infliction of pain and suffering part of the Dish Customer Service policy? **Has anyone ever accused you of being a corporate terrorist?**

Enclosed is a check for the \$160 your collections agency says I owe you. I shall make it my life's mission to broadcast my experience: **Dealing with Dish Network is like wallowing in hell.** If you think one person can't make a difference, then you're as stupid as your lackeys.

Sincerely,



Toni Dockter

cc: Henry Mariani John Ashcroft Michael K. Powell Odie Donald
Dept. of Justice, Consumer Fraud FTC Bureau of Consumer Protection
FCC, Consumer Complaints Better Business Bureau, State of Colorado
Al Lewis, Denver Post Mark Schwanhauser, San Jose Mercury News
Erin Clark, KSBW Consumer Watch Attorney General, State of Colorado, Consumer
Protection Dept.



Credit Bureau Enterprises
A Division of
The CBE Group, Inc.

Hours of operation: 8:00 a.m. - 9:00 p.m. CT Monday-Friday
8:00 a.m. - 5:00 p.m. CT Saturday

CALL: (888)432-0130
E-MAIL: catel@cbegroup.com

REGARDING: DISH NETWORK

YOUR ACCOUNT NUMBER: 8255909055894791
TOTAL AMOUNT DUE: \$160.02

11/08/01

Dear ROGER DOCKTER and TONI:

We wrote to you more than 30 days ago. Since then, neither you nor DISH NETWORK has notified us of any changes in the status of your past due account. Therefore, we assume the amount of \$160.02 continues to be past due.

Unless payment of your account is made within three weeks from the date of this letter, your delinquency will be reported to one or more of the national credit bureaus.

We encourage you to settle this matter by providing payment in full. Please tear off the coupon below and mail it in the envelope provided. If you prefer, you may call us toll free at (888)432-0130 to arrange payment by phone, or to let us know payment has already been made.

Service Address: 3672 HARDIN WY, SOQUEL, CA 95073-2749

This is an attempt to collect a debt; any information obtained will be used for that purpose. This communication is from a debt collector.

Para información en español por favor llame al número (877)585-3597.

	Disconnect Date	Name/Serial #	Service	Amount	Other Charges Due	Current Balance
01	05/14/01		CASH AMOUNT OWED	\$160.02	\$0.00	\$160.02
TOTAL AMOUNT DUE ON 1 SERVICE:						\$160.02

See reverse side for payment options.
Please denote change of address.

cbe13a - 03/20

PLEASE DETACH AND MAIL BOTTOM PORTION WITH YOUR PAYMENT

003366080-02-001019
3362 UNIVERSITY AVE
PO BOX 2635
WATERLOO, IA 50704-2635

Change Service Requested

11/08/01 302
CS Number: 05-003366080
Your Account Number: 8255909055894791
Please Pay This Amount: \$160.02

Make checks payable to DISH NETWORK

Amount Enclosed: \$

\$20.00 service charge will be added to all returned checks

#BWNHTGJ
#05 0033660809#
DOCKTER, ROGER / TONI
3672 HARDIN WY
SOQUEL, CA 95073-2749

7768 / 000

|||||
DISH NETWORK
DEPT.0063
PALANTINE, IL 60055-0063



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